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Associate Director – Federal Affairs

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DEC 24 2003

Federal Communication Commission
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December 24, 2003

Peter Young
Federal Communications Commission
455 12th Street, S.W.
Washington, DC 20554

Dear Mr. Young:

Enclosed, pursuant to Condition V, Paragraph 16 and Attachment A of Appendix D to the order approving the merger between Bell Atlantic and GTE ("Merger Order") are Verizon's performance measurement results for November 2003. We are providing you with disks containing ASCII files of the results in the format you requested. An additional disk provides two reports that were requested by CCB staff. One report summarizes the voluntary payments for Performance Plan Years 1, 2 and 3 through the October 2003 performance month by state and the other report provides a summary by metric for the last twelve payments made.

Individual CLEC results for both the former GTE states and Bell Atlantic states are available on the web site. These CLEC-specific reports should be treated confidentially in accordance with the terms of the Merger Order, Appendix D, Attachment A, ¶ 1.

In a few instances, the measurements reported do not precisely match the definitions stated in Attachments A-2a and A-2b. The Attachment to this letter describes those instances in which there are variations.

If you have any questions, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ann D. Berkowitz', is written in a cursive style.

Attachments

cc: Ellen Becker

November 2003**Definitional Status for Performance measures:**

Certain issues affect months previously reported, as noted below.

West States:**PO-1 Response Time OSS Ordering Interface**

Product	Month(s)	Comment
Electronic Interface PO-1-04 West (except VA)	January 2002 – October 2003	Issue previously documented in the October 27, 2003 cover letter incorrectly reported months affected as January 2002 – September 2003 and that the process was corrected with the October 2003 data month; data months actually affected were January 2002 – October 2003 and the process was corrected with the November 2003 data month.

PO-1 Response Time OSS Ordering Interface**PR-3 Completed Within 5 Days****PR-4 Missed Due Dates****PR-5 Facility Missed Orders****PR-6 Installation Quality****PR-9 Coordinated Conversions****MR-2 Trouble Report Rate****MR-3 Missed Repair Commitments****MR-4 Trouble Duration Intervals****MR-5 Repeat Trouble Reports**

Product	Month(s)	Comment
Electronic, Manual and WISE Interfaces; Resale POTS and Specials; Coordinated Hot Cuts and Conversions; UNE; LNP; Interconnection Trunks PO-1-04, PR-3, PR-4, PR-5, PR-6, PR-9, MR-2, MR-3, MR-4, MR-5 West (except VA)	October 2002 – November 2003	Operating Company Numbers with alpha characters were excluded from the metric data in error. Process will be corrected with the December 2003 data month.

PR-9 Coordinated Conversions

Product	Month(s)	Comment
Coordinated Hot Cuts and Conversions PR-9 West (except VA)	January 2002 – November 2003	In certain instances, Hot Cut and Conversion orders were not properly counted in the metric. Process will be corrected with the December 2003 data month.